

CALFRESH REQUEST FOR POLICY INTERPRETATION**PI# 17-93**

INSTRUCTIONS: Complete items 1 - 10 on the form. Use a separate form for each policy interpretation request. If additional space is needed, please use the second page. Retain a copy for your records and submit via email to CalFresh-PI@dss.ca.gov.

Please note: the policy interpretation provided is based on the unique set of facts presented and should not be assumed to apply in all scenarios.

1. RESPONSE NEEDED DUE TO:		5. DATE OF REQUEST:	NEED RESPONSE BY:
<input type="checkbox"/> Policy/Regulation Interpretation <input checked="" type="checkbox"/> QC <input type="checkbox"/> Other:		11/13/2017	11/27/2017
2. REQUESTOR NAME:		6. COUNTY/ORGANIZATION:	
		Riverside County QC	
3. PHONE NO.: EMAIL:		7. SUBJECT:	
		Ineligible cases and the QC Interview (4 Questions)	
4. REGULATION CITE(S):		8. REFERENCES: (Include ACL/ACIN, court cases, etc. in references)	
FNS 310, 324, 420 and 441.		NOTE: All requests must have a regulation cite(s) and/or a reference(s).	
9. QUESTION: (INCLUDE SCENARIO IF NEEDED FOR CLARITY):			
1. Is a QC interview required even if there is verification on in the case record the customer is ineligible? • We are unclear, based on the above FNS 310 section, if an interview is required when QC can immediately determine the case is ineligible based on verification in the case record. For example, we have a case from 10/2017 where the customer submitted verification they were in receipt of SSI/SSP to the Eligibility Worker but the worker did not act on it. QC found this verification and determined the customer ineligible prior to the QC interview with the customer. Would we still need to interview the customer? 2.) As stated in Section 420 and 441, does the information furnished by the household have to be furnished to QC or can it be furnished to the CWD and in the Eligibility case record? 3.) Does QC have to confirm with the validity of verification showing ineligibility found in the case record if it was submitted to the to the CWD by the customer (or through MEDS or IEVS?) 4. If QC is unable to locate a customer but the case record has verification on file the customer is ineligible, would we drop this case as "unable to locate" or would cite this case as ineligible without knowing if the customer i			
10. REQUESTOR'S PROPOSED ANSWER:			

11. STATE POLICY RESPONSE (CFPB USE ONLY):

(1) FNS 310, Section 324 states, "during the case review, the reviewer may determine and verify that the HH was ineligible. The reviewer may stop the review at that point if the determination is based on information obtained from the HH." Based on this section an interview is not required as long as the verification found in the case record was submitted by the HH and it verifies a total ineligibility in both comparisons I & II. Evidence must be factual, current & applicable to the sample month.

If during the review of the case record, QC determines based on an IEVS report that the HH's benefits should've been terminated prior to or AORD, QC must obtain a current IEVS report to support that household's circumstances have not changed in the review month. If the current IEVS report supports that the HH was ineligible to benefits in the sample month, QC is not required to conduct an interview as verification supports a total ineligibility in comparison I and II. However, keep in mind that if the HH was found ineligible in Comparison I only or vice versa, a QC interview is required.

FOR CDSS USE

DATE RECEIVED:

DATE RESPONDED TO COUNTY/ALJ: